GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2613
ANSWERED ON:05.08.2015
Shortage of Telecom Equipments in Telecom PSU
Pandula Dr. Ravindra Babu ;Rajesh Shri M. B.

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether there is shortage of telecom equipments, instruments and WiFi broadband router in BSNL and MTNL in various telecom circles and SSAs;

(b) if so, the details thereof, State-wise and circle-wise;

(c) whether complaints have been received regarding sub-standard quality of telephone devices installed by BSNL/ MTNL which do not function properly;

(d) if so, the details of complaints received in this regard during the last three years and the current year, State-wise and year-wise;

(e) the steps taken by the Government to ensure supply of quality telephone equipments/instruments and replacement of faulty telephone devices; and

(f) the steps the Government has taken to improve the functioning of existing call centres and action taken on the complaints against private call centres?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a)& (b) Bharat Sanchar Nigam Limited (BSNL) has informed that there is no shortage of telecom equipments, instruments and Wi-Fi broadband routers. BSNL has not been able to invest in expansion of its mobile network over the period 2008-2012.
Mahanagar Telephone Nigam Limited has informed that there is no shortage of telecom equipment. However, due to constraint of funds, MTNL has not been able to invest in upgradation of its network for 3-4 years.
(c) to (e) BSNL and MTNL have reported that they have received no complaint regarding sub-standard quality of telephone devices installed by them.All such devices are tested for quality assurance as per standard procedures before inducting in the network. However, these devices are replaced as and when reported faulty while functioning.

(f) BSNL has set wireline call centres for the customers of landline and broadband at Dehradun, Ajmer and Bangalore and traffic from all circles has been migrated to these call centres. These call centres are accessible through toll free number 1500 (from BSNL number) and 18003451500 (from other operator numbers). MTNL has set up wireline call centers for the customers of landline, mobile & broadband at Delhi and Mumbai. These call centers are accessible through Toll Free numbers 1500/1503/1504 (from MTNL numbers).These call centres handle all types of inbound queries, directory enquiries, complaints, requests, outbound calling and response through SMS (Short Message service)/e-mail/fax/web portal. BSNL and MTNL have informed that Service quality parameters have been defined for these call centers and are regularly monitored.

****